

IN THE CLAIMS

(Unamended claims are included herewith for the Examiner's convenience)

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1. (Amended) A method for diagnosing consumer electronic devices, the method comprising:

receiving information indicative of a problem with one or more potentially faulty consumer electronic devices; and

providing a diagnostic procedure to control diagnosis of the one or more potentially faulty consumer electronic devices by at least one testing consumer electronic device that has, in addition to conventional consumer electronic device functionality, extra functionality to diagnose the one or more potentially faulty consumer electronic devices locally.

2. (Unamended) The method of claim 1 wherein the at least one testing consumer electronic device is coupled to the one or more potentially faulty consumer electronic devices via a home network.

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3. (Unamended) The method of claim 1 wherein the diagnostic procedure instructs a user to connect the at least one testing consumer electronic device to the one or more potentially faulty consumer electronic devices specifically for the diagnosis.

4. (Unamended) The method of claim 1 further comprising:
providing a user interface for performing the diagnostic procedure.

5. (Unamended) The method of claim 1 further comprising:

directing a user to a consumer electronic device that is designated to provide a user interface for performing the diagnostic procedure.

6. (Unamended) The method of claim 1 further comprising:
receiving the diagnostic procedure over a public network.

7. (Unamended) The method of claim 1 further comprising:
receiving the diagnostic procedure from a home network device.

8. (Unamended) The method of claim 6 further comprising:
downloading the diagnostic procedure to a diagnostic procedure host device.

9. (Unamended) The method of claim 8 wherein the diagnostic procedure host device is
a component of the at least one testing consumer electronic device.

10. (Unamended) The method of claim 2 further comprising:
providing direct communication between a user and a human test technician using
connection of the home network to a public network.

11. (Amended) A method for diagnosing consumer electronic devices, the method
comprising:
collecting data concerning functionality of a potentially faulty consumer electronic
device using a testing consumer electronic device that has, in addition to conventional

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consumer electronic device functionality, extra functionality to diagnose the potentially faulty consumer electronic device locally;
utilizing the collected data to identify a problem with the potentially faulty consumer electronic device; and
when the problem is identified, notifying a user about the problem.

12. (Unamended) The method of claim 11 wherein the testing consumer electronic device communicates with the potentially faulty consumer electronic device using a home network.

13. (Unamended) The method of claim 12 wherein collecting data further comprises:
instructing the testing consumer electronic device to remotely control a certain operation of the potentially faulty consumer electronic device and to capture data resulting from the certain operation; and
receiving the resulting data from the testing consumer electronic device.

14. (Unamended) The method of claim 12 wherein collecting data further comprises:
instructing the testing consumer electronic device to download a sequence of stimulus and measurement instructions to the potentially faulty consumer electronic device for execution and to capture data resulting from the execution; and
receiving the resulting data from the testing consumer electronic device.

15. (Unamended) The method of claim 12 wherein collecting data further comprises:
instructing the testing consumer electronic device to generate test data on one of a plurality of streaming outputs, to direct the test data to a streaming input of the potentially

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faulty consumer electronic device, and to capture output data of the potentially faulty consumer electronic device; and

receiving the output data of the potentially faulty consumer electronic device from the testing consumer electronic device.

16. (Unamended) The method of claim 11 wherein collecting data further comprises:

instructing the testing consumer electronic device to test an operation of the potentially faulty consumer electronic device pertaining to communication between the potentially faulty consumer electronic device and an operational user interface, the operational user interface being known to function properly; and

receiving test data from the testing consumer electronic device.

17. (Unamended) The method of claim 11 wherein the testing consumer electronic device communicates with the potentially faulty consumer electronic device using a connectivity means that is established specifically for the diagnosis.

18. (Unamended) The method of claim 11 further comprising:

determining which one of a plurality of potentially faulty consumer electronic devices has a fault.

19. (Unamended) The method of claim 12 wherein collecting data further comprises:

providing direct communication between a user and a test technician via an operational interface of a consumer electronic device using connection of the home network

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to a public network, the consumer electronic device being any one of the testing consumer electronic device and the potentially faulty consumer electronic device.

20. (Unamended) The method of claim 12 wherein collecting data further comprises:
comparing a current operation of the potentially faulty consumer electronic device
with a prior operation of the potentially faulty consumer electronic device that was recorded
before the problem arose.

21. (Unamended) The method of claim 12 wherein collecting data further comprises:
comparing a current operation of the potentially faulty consumer electronic device
with an operation of a similar consumer electronic device that is known to operate properly.

22. (Unamended) The method of claim 11 wherein the potentially faulty consumer
electronic device is diagnosed using test media generated for the potentially faulty consumer
electronic device before the problem arose.

23. (Amended) An apparatus for diagnosing consumer electronic devices, the apparatus
comprising:

means for receiving information indicative of a problem with one or more potentially
faulty consumer electronic devices; and

means for providing a diagnostic procedure to control diagnosis of the one or more
potentially faulty consumer electronic devices by at least one testing consumer electronic
device that has, in addition to conventional consumer electronic device functionality, extra

functionality to diagnose the one or more potentially faulty consumer electronic devices locally.

24. (Amended) An apparatus for diagnosing consumer electronic devices, the apparatus comprising:

a user interface to facilitate user input of information indicative of a problem with one or more potentially faulty consumer electronic devices; and

a gateway device to provide a diagnostic procedure to control diagnosis of the one or more potentially faulty consumer electronic devices by at least one testing consumer electronic device that has, in addition to conventional consumer electronic device functionality, extra functionality to diagnose the one or more potentially faulty consumer electronic devices locally.

25. (Amended) An apparatus for diagnosing consumer electronic devices, the apparatus comprising:

means for collecting data concerning functionality of a potentially faulty consumer electronic device using a testing consumer electronic device that has, in addition to conventional consumer electronic device functionality, extra functionality to diagnose the potentially faulty consumer electronic device locally;

means for utilizing the collected data to identify a problem with the potentially faulty consumer electronic device; and

means for notifying a user about the problem when the problem is identified.

26. (Amended) An apparatus for diagnosing consumer electronic devices, the apparatus comprising:

a data collector to collect data concerning functionality of a potentially faulty consumer electronic device using a testing consumer electronic device that has, in addition to conventional consumer electronic device functionality, extra functionality to diagnose the potentially faulty consumer electronic device locally;

a problem identifier to utilize the collected data to identify a problem with the potentially faulty consumer electronic device; and

a user interface to notify a user about the problem when the problem is identified.

27. (Amended) A system comprising:

one or more potentially faulty consumer electronic devices;

at least one testing consumer electronic device, coupled to the one or more potentially faulty consumer electronic devices, the at least one consumer electronic device having, in addition to conventional consumer electronic device functionality, extra functionality to diagnose the one or more potentially faulty consumer electronic devices; and

a diagnostic procedure host device, coupled to the at least one testing consumer electronic device, to control diagnosis of the one or more potentially faulty consumer electronic devices, the diagnosis being performed by the at least one testing consumer electronic device locally.

28. (Unamended) The system of claim 27 further comprising:

a gateway device, coupled to the diagnostic procedure host device, to request a diagnostic procedure associated with the one or more potentially faulty consumer electronic

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devices over a network and to download the diagnostic procedure to the diagnostic procedure host device.

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29. (Amended) The system of claim 27 wherein the diagnostic procedure host device is a component of the at least one testing consumer electronic device.